

Dear Sirs/Madams: I chose my local ISP because they had a reputation for providing excellent customer service. Their office was located in my community; I didn't have to wait on hold or push a bunch of numbers to get a live person; they are always very patient, and have helped me to sort out some hairy computer problems; they charge a fair price. I am extremely unhappy with the service that I get from mega phone and cable companies that I have no choice but to use. I depend on the Internet as my primary source of news, and I feel very strongly that deregulating the broadband market would result in lowered quality and increased price to me. PLEASE CONTINUE REGULATING BROADBAND. Thank you.